

# Privacy Policy

## privacy policy

Wood Friends Co., Ltd. recognizes the importance of protecting personal information in an advanced information and communications society, and strives to protect personal information based on the following basic policy.

### **1. Compliance with Relevant Laws, Regulations, Guidelines, etc.**

Our company will handle personal information appropriately by complying with the Personal Information Protection Act, other relevant laws and regulations, the "Guidelines for the Act on the Protection of Personal Information (General Provisions)," and other national guidelines that require compliance.

### **2. Personal Data Security Measures**

Our company will take necessary security measures to manage the personal data it handles, including preventing leaks, loss, or damage. Furthermore, specific security measures for personal data are set out separately in our "Personal Information Protection Regulations" and other internal company regulations.

### **3. Formulation, Implementation, Maintenance, and Improvement of a Personal Information Protection Compliance**

In order to implement this Policy, we will formulate a personal information protection compliance program (this Policy, the Personal Information Protection Regulations, and other internal company regulations), thoroughly disseminate it to our employees, and implement, maintain, and continuously improve it.

### **4. Disclosure, Correction, etc., Suspension of Use, and Deletion of Personal Data**

If an individual requests notification of the purpose of use of their personal data, disclosure, disclosure of records of third-party provision or receipt of third-party provision, correction, etc., suspension of use, suspension of third-party provision, or deletion, we will respond promptly in accordance with applicable laws and regulations.

### **5. Contact point for inquiries and complaints**

Regarding our handling of personal data is as set forth in the "Contact point for inquiries regarding complaints, etc. regarding the handling of specific personal information, etc. and personal information."

Established November 11, 2025

KDX Nagoya Sakae Building 2F, 5-3 Sakae 4-chome, Naka-ku, Nagoya, Japan  
Wood Friends Co., Ltd.  
President and CEO : Yoshihiro Ito

# Handling of personal information

## 1. Purpose of use

When necessary for the conduct of our business, we will collect personal information such as your name, address, date of birth, gender, telephone number, email address, place of employment, and job title (we may also collect personal information other than this for the purpose of providing services in line with your requests, in which case, in principle, you will be asked to provide your information at your own will, with the exception of some required fields). In principle, this personal information will only be used within the scope of the purposes of use listed below, and will not be used for purposes outside of the scope of the purposes of use listed below. Furthermore, when we stipulate individual "Personal Information Handling (which may be displayed as a "Privacy Policy")" for individual services, applications, etc., such "Personal Information Handling" will apply to personal information for individual services, applications, etc.

## Purpose of use

- (1) Planning and operation of accommodation services at Hotel Wood Takayama (hereinafter referred to as "the Hotel"), and provision of information and services related thereto.
- (2) Performing business operations related to the use of our hotel. Providing information and services related to this.
- (3) Performing business operations related to confirming, changing, and canceling reservations at our hotel. Providing information and services related to this.
- (4) Providing information about events and campaigns held at our hotel.
- (5) Planning, design, construction, operation, and management guidance for hotels, inns, and other tourist facilities. Providing information and services related to this.
- (6) Planning and operation of services related to health, sports, and leisure. Providing information and services related to the above.
- (7) Performing other business incidental or related to the above.
- (8) Providing information regarding products, services, various events, campaigns, membership services, etc. offered by the hotel, Haseko Group companies, or their business partners.
- (9) Researching and analyzing customers' personal information, browsing history, purchase history, behavioral history, and other data related to the hotel's operations, products, services, etc., for the purposes of advertising distribution, product and service planning and development, customer service improvement, and other tailored service provision.
- (10) Joint use with Haseko Group companies.

\*In addition to the above, we may use your cookie information, location information, browsing history, and other personal data to provide you with more appropriate services and advertising content.

## 2. Regarding joint use

We may jointly use personal data we acquire with the following companies.

Regarding joint use with Haseko Group companies

① Scope of joint users

<https://www.haseko.co.jp/hc/company/group.html>

② Items of personal data to be jointly used

Personal information acquired by our company, including name, address, telephone number, email address, purchase history, other information acquired through transactions, web/SNS browsing history, and activity history, is necessary for Haseko Group companies to achieve the following purposes of use.

③ Purposes of joint use

- To provide information and services related to consulting and contracting services such as planning, design, and supervision of architecture and construction work, and to conduct sales activities via mail, telephone, email, etc.
- To provide information and services related to transactions such as real estate sales, brokerage, leasing, and management, and to conduct sales activities via mail, telephone, email, etc.
- To provide information and services related to the manufacture and sale of furniture, construction equipment, etc., and to conduct sales activities via mail, telephone, email, etc.
- To provide information and services related to elderly housing and nursing care, etc., and to conduct sales activities via mail, telephone, email, etc.
- To provide information, proposals, or introductions regarding the business, products handled, services, various events and campaigns, membership services, etc. of other Haseko Group companies or their business partner companies, and to conduct sales activities via mail, telephone, email, etc.
- To research and analyze customers' personal information, browsing history, purchase history, and behavioral history data related to the business, products handled, services, etc. of Haseko Group companies, and use this information for advertising distribution, product and service planning and development, improving services to customers, and providing other services tailored to customers.

④ Person in charge of managing joint use

KDX Nagoya Sakae Building 2F, 5-3 Sakae 4-chome, Naka-ku, Nagoya, Japan

Wood Friends Co., Ltd.

President and CEO : Yoshihiro Ito

### **3. Provision to third parties**

We will not provide your personal data to third parties without your prior consent, except as required by law.

### **4. Measures taken to ensure the safe management of retained personal data**

#### **(1) Establishment of Basic Policies:**

To ensure the appropriate handling of personal data, we have established basic policies regarding compliance with relevant laws, regulations, guidelines, etc., and a contact point for handling questions and complaints.

#### **(2) Establishment of Regulations Regarding the Handling of Personal Data:**

We have established internal regulations regarding handling methods, responsible persons, and their responsibilities for each stage of the process, such as acquisition, use, storage, deletion, and disposal.

#### **(3) Organizational Security Control Measures:**

① We have appointed a personal information handling officer in each department and clarified the personal information handled by that department. We have also established a reporting system to the personal information protection manager in the event of any violations of the Personal Information Protection Act or internal regulations, or any signs of such violations.

② We conduct regular internal audits of the status of personal information management.

#### **(4) Personnel Security Control Measures:**

We ensure that employees understand the importance of personal information protection and provide ongoing and regular education and training.

#### **(5) Physical Security Control Measures:**

① We appropriately manage areas managing important information systems that handle personal information, etc., and areas handling other personal information.

② We take measures to prevent theft or loss of devices, electronic media, documents, etc. that handle personal information, and we take safety measures to prevent personal information from being easily discovered when carrying such devices, electronic media, etc., including when moving within the office.

#### **(6) Technical Security Control Measures:**

① We implement access control to limit the scope of personnel and personal information databases, etc. that are handled.

② We have introduced a system to protect information systems that handle personal data from unauthorized external access or malicious software.

#### **(7) Understanding the External Environment:**

When handling personal data overseas, we understand the personal information protection systems of that overseas country and take necessary and appropriate measures to safely manage personal data.

# Basic Policy on the Proper Handling of Individual Numbers and Specific Personal Information

We will strive to handle individual numbers and specific personal information appropriately based on the following policy.

## 1. Compliance with Relevant Laws, Regulations, Guidelines, etc.

With regard to the handling of personal identification numbers and specific personal information (hereinafter referred to as "Specific Personal Information, etc."), we comply with the Act on the Use of Numbers to Identify a Specific Individual in Administrative Procedures (My Number Act), the Guidelines for the Proper Handling of Specific Personal Information (for Businesses), and the Act on the Protection of Personal Information.

## 2. Matters Regarding Security Management Measures

To prevent the leakage, loss, or damage of Specific Personal Information, etc., and to otherwise properly manage personal identification numbers, we have separately established and will comply with the "Regulations for Handling Personal Information and Specific Personal Information."

## 3. Continuous Improvement

We strive to continuously improve our handling of Specific Personal Information, etc.

Established November 11, 2025

Wood Friends Co., Ltd.  
President and CEO: Yoshihiro Ito

# Handling of Individual Numbers and Specific Personal Information

## 1. Purpose of Use

We will use the provided Individual Numbers and specific personal information (hereinafter referred to as "Specific Personal Information, etc.") for the following purposes:

(1) Specific Personal Information, etc. of Business Partners

- Matters related to the preparation of payment records for real estate transactions

- Matters related to the preparation of payment records for remuneration, fees, contract money, and prize money

# Regarding the handling of disclosure, correction, suspension of use, and deletion of personal information

## 1. Disclosure Procedures

If an individual requests disclosure of their own information, records of third-party provision or receipt of third-party provision, or notification of the purpose of use of retained personal data (hereinafter referred to as "retained personal data") related to personal information (including specific personal information; the same applies hereinafter), we will disclose such retained personal data without delay in accordance with laws and regulations after verifying that the requester is the individual.

## 2. Procedures for Corrections, etc.

If the content of retained personal data is not factual and the individual requests that the content of the retained personal data be corrected, added to, or deleted (hereinafter referred to as "corrections, etc."), we will correct, add, or delete the retained personal data in accordance with laws and regulations after verifying that the requester is the individual in question.

## 3. Regarding Suspension of Use, etc.

If an individual requests that we suspend the use, suspend provision to a third party, or delete (hereinafter referred to as "Suspension of Use, etc.") of their retained personal data, we will, in principle, first verify the identity of the individual making the request, and if we determine that the request is justified, we will suspend the use, etc. without delay in accordance with laws and regulations. If we suspend the use, etc. of some or all of the retained personal data, we may unfortunately be unable to provide services in accordance with the individual's requests. (Please note that we may not be able to comply with requests for suspension of use, etc. for information that we retain pursuant to applicable laws and regulations.)

## 4. Method and Contact for Disclosure Requests

We will accept requests from individuals regarding retained personal data as described above in 1, 2, and 3 (hereinafter, 1, 2, and 3 are collectively referred to as "Disclosure Requests") via the following methods. Please note that we may not be able to respond to requests for disclosure that do not follow these methods. Please fill out our designated "Personal Information Disclosure Request Form" (available on our website), enclose the necessary documents, and mail it to the contact point listed below (postage is the responsibility of the individual). After verifying your identity (or that of your representative) via the method below, we will respond in writing. (If requested by the individual, we will provide the information in electronic form. However, if providing electronic form is costly or if disclosure via electronic form is otherwise difficult, we will provide the information in paper form.) A fee of 1,000 yen (including consumption tax) will be charged for each disclosure request.

Contact:

Wood Friends Co., Ltd., Risk Management Office

Postal Code: 460-0008

KDX Nagoya Sakae Building, 2F, 5-3 Sakae 4-chome, Naka-ku, Nagoya, Japan

#### Application Method and Identity Verification Method

Please fill out the required information on the designated "Request for Personal Information Disclosure, etc." (published on our website) and mail it to our reception desk along with your identity verification document (※1) or, if you are acting as a proxy, your proxy authorization document (※2). We will begin the process once we confirm your bank transfer of the required fee.(※1) Identity verification document: Driver's license, passport, health insurance card, or copy of pension book (one of the following)(※2) Authorization confirmation: Certified copy of family register, adult guardianship registration certificate, power of attorneyBank account: If we approve your request for disclosure, etc. (see above) above, we will contact you separately at a later date.Bank transfer fee¥1,000 (including consumption tax) per request for disclosure, etc. (see above) aboveBank transfer fees are the responsibility of the individual.

## **Contact point for complaints, etc. regarding the handling of specific personal information, etc. and personal information**

For complaints and other inquiries regarding our handling of specific personal information, etc. and personal information, please contact the following office.

Contact: Wood Friends Co., Ltd., Risk Management Office  
Address: 2F KDX Nagoya Sakae Building, 5-3 Sakae 4-chome, Naka-ku, Nagoya, 460-0008  
Phone: 052-249-3076  
Hours: Monday through Friday, 9:00 AM - 5:00 PM (excluding Saturdays, Sundays, public holidays, New Year's holidays, Golden Week, and summer holidays)  
Email: [personal\\_information@woodfriends.co.jp](mailto:personal_information@woodfriends.co.jp)

# Your rights under the EU General Data Protection Regulation

You have legal rights regarding your personal information under the EU General Data Protection Regulation. If you would like to exercise your rights, please contact the Data Protection Officer listed below.

Contact: Wood Friends Co., Ltd., Risk Management Office  
Address: 2F KDX Nagoya Sakae Building, 5-3 Sakae 4-chome, Naka-ku, Nagoya, 460-0008  
Phone: 052-249-3076 Hours: Monday through Friday, 9:00 AM - 5:00 PM (excluding Saturdays, Sundays, public holidays, New Year's holidays, Golden Week, and summer holidays)  
Email: [personal\\_information@woodfriends.co.jp](mailto:personal_information@woodfriends.co.jp)

## 1. Disclosure of Personal Information

If you would like to confirm whether our Hotel is holding or using your personal information or request a copy of that information, please contact us. If you make a request, we will verify your identity and carry out the request within a reasonable period and scope. \*Please note that if we suspend or delete some or all of your retained personal data, it may be difficult to provide the services you request. \*We may not be able to suspend or delete information that we are holding pursuant to applicable laws and regulations.

## 2. Correction/Deletion of Personal Information

If your personal information is incorrect and you would like to correct it, please contact us. We will correct the information after verifying its accuracy. If you believe that it is no longer necessary for us to store your personal information for the purposes for which it was collected, you may request that we erase it. You may also request that we erase your personal information if you withdraw your consent to our use of your personal information (if you have already consented to our use of your personal information), exercise your right to object to further lawful use of your personal information, there has been unlawful use of your personal information, or we are subject to a legal obligation to erase your personal information. However, we may not be able to comply with your request if we are required to retain your personal information to comply with our legal obligations, or if our use of your personal information is necessary for the establishment, exercise, or defense of legal rights.

## 3. Restricting the Use of Personal Information

You may request that the Hotel restrict the use of your personal information in certain circumstances, including the following:

- If the personal information is inaccurate and needs to be verified
- If you do not want your personal information to be erased, but there is evidence of its misuse
- If your personal information is not required for the purposes for which it was collected, but is needed to establish, exercise, or defend legal claims  
The Hotel may continue to use your personal information even after receiving a request for restriction.
- You have objected to our use of your personal information and we need to verify whether there are overriding grounds for objecting.
- You have consented to our use of your personal information.
- Where processing is necessary for the establishment, exercise, or defense of legal rights.
- Where processing is necessary to protect the rights of another individual or company.

Even after receiving a request for restriction, we may continue to use your personal information.

#### **4. Objecting to the Use of Personal Information**

If it is determined that fundamental human rights and freedoms regarding data protection outweigh the use of personal information based on legitimate interests, you may object to the use of your personal information based on legitimate interests. Even after receiving an objection, the Hotel may continue to use your personal information if we can demonstrate a legitimate interest that grounds the use of your personal information. You may also request the Hotel to cease using your personal information for direct marketing purposes.

#### **5. Requesting Transfer of Personal Information to Another Organization**

You may request that the Hotel provide you with your personal information in a structured, commonly used, machine-readable format, or that the Hotel transfer the information directly to another data controller (such as another company). You may exercise this right if the Hotel uses your personal information to perform a contract with you or if the Hotel has asked you for your consent to use your personal information. However, this right does not apply to information that is not stored or processed in a digital format.

#### **6. Method of Identity Verification**

When requesting disclosure of customer information, etc., we ask that you submit a passport or other form of identification accepted by our company for identity verification. If you are making a request on behalf of someone else, a power of attorney is also required.

#### **7. Cookie Policy for This Website**

Cookies are a technology that allows website providers to temporarily write and store data on a user's computer via a browser. They are used to identify users. However, they do not identify individual users. The access analysis tool used by this hotel anonymizes IP addresses. The use of cookies is industry standard and is used by many websites to provide useful features to customers. If you do not want to use cookies, you can disable them by changing your browser's preferences, but this may result in some of the website's features being unavailable.

To: Wood Friends Co., Ltd., Risk Management Department

## Request for Disclosure of Personal Information, etc.

Date: \_\_\_\_\_

I request the following regarding the personal information your company holds:

**[Claimant]** Claimant Category: Principal / Legal Representative / Agent (Please circle the applicable option)

Your address	Full name
Contact phone number (home, mobile, work, other)	Email address

**[Persons to be disclosed]** (If the requester is different from the person to be disclosed, please fill in the information below.)

Address	
Full name	Contact phone number (home, mobile, work, other)

**[Request regarding personal information]** (Please circle the one that applies to you.)

1. Disclosure (Disclosure of one's own personal information)	3. Notification of purpose of use
2. Disclosure (Disclosure of records provided to or received from third parties)	4. Corrections, etc. (corrections, additions, deletions)
5. Suspension of use	6. Delete
7. Suspension of provision to third parties	
Scenes where personal information was provided	
(To help identify the individual, please be as specific as possible about the content of the personal information you provided, the circumstances under which it was provided, the time and place of provision, etc.)	

**[Details regarding correction of personal information]** (If you wish to request correction of personal information, etc.)

Please circle the appropriate option.	1. Correctio	2. Addition	3. Deletion
Please specify the details of the corrections, additions, or deletions you wish to make (e.g., name, address, phone number, email address).			

**[Disclosure Method]**

Notification of disclosure and purpose of use will, in principle, be made in writing. If you wish to receive disclosure via electronic record (email), please check the box below.
I hope <input type="checkbox"/>

\*Even if you request an electronic record, we may not be able to fulfill your request due to difficulties in disclosing the information electronically or other reasons.

Please see the back for information regarding required identification documents and fees. Please also read and understand the important notes before submitting your request.

Regarding identification documents, etc. (Please enclose one of the following documents with this document.)

■ For requests made by the individual: Proof of identity

A copy of one of the following: driver's license, passport, health insurance card, pension book, etc.

■ In the case of a request made by an agent: Documents confirming the agent's authority.

① In the case of a legal representative of a minor: •Family register transcript

② In the case of a legal representative of an adult under guardianship: •Certificate of registration of adult guardianship

③ When done by an authorized agent: •Power of attorney from the principal (with official seal affixed), certificate of seal impression of the principal.

In addition to items ① to ③ above, one document verifying the agent's identity (a copy of a driver's license, passport, health insurance card, pension book, etc.)

Regarding fees

■ For disclosure and notification of purpose of use, a fee of 1,000 yen (including consumption tax) will be charged per request.

■ Payment methods for fees

Once your identity has been verified using the disclosure request form and identification documents, we will send you a separate letter with our bank account details. Please transfer the prescribed fee. The transfer fee will be borne by the applicant.

**[Attention]**

- ① If there are any deficiencies in the disclosure request form, we may not be able to comply with the disclosure request.
- ② If we are unable to verify your identity or the authority of your representative, we may not be able to disclose the information.
- ③ Even if the investigation reveals that we do not possess your personal information, we will not refund the fee.
- ④ In cases where disclosure would significantly hinder the proper conduct of our business, or in accordance with other laws and regulations, we may not disclose all or part of the information. In this case, the fee will not be refunded.
- ⑤ We will decide whether or not to disclose the information and will notify you of the result.

